Installation Metrics

for Traffic Management Processes

INSTALLATION METRICS

WHAT IS A METRIC?

A mathematical function that associates a real nonnegative number analogous to distance with each pair of elements in a set such that the number is zero only if the two elements are identical, the number is the same regardless of the order in which the two elements are taken, and the number associated with one pair of the elements plus that associated with one member of the pair and a third element is equal to or greater than the number associated with the other member of the pair and the third element. Merriam-Webster's Collegiate Dictionary, 11th Edition

Metric are a Canadian indie rock band. Originally from Toronto, Ontario, they are currently based in Los Angeles, California. en.wikipedia.org/wiki/Metric_(band)

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The standard of measurement of a contract requirement for which a quality standard can be applied. For example, if there is a contract requirement to maintain an accurate inventory of widgets, the metric is the number of widgets accounted for. The accuracy of the widgets inventory can be compared to a standard to determine the quality of the inventory. A unique identifier of performance. A metric is what is actually measured.
strategicsourcing.navy.mil/reference_documents/defs.cfm_

A measurement of a characteristic of an object or activity. The measurement is done using a consistent method, at consistent intervals, in order to assess, monitor and/or communicate information about the object or activity. Metrics may be quantitative or qualitative.
www.esc.edu/personal/klf/kftest.nsf/webpages/handout.html

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- **Why do we care?**

  Need to measure the performance of each process

  Standardized method of determining quality

  Lean our workforce; maintain only those resources needed to perform a particular process or set of processes

  Establish benchmarks, determine cause and effect when processes are out of control

  Required during commercial activities (A-76) studies, most efficient organization (MEO) development and has become SOP for business offices

- **Why are we constantly reinventing the wheel?**

- **Can we be consistent with our installation/MCIEAST/MCIWEST business offices?**

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Historical Points

Jun 04: LPD was tasked by LR to develop Installation Transportation Metrics.

Jun 04: LPD prepared TMO metrics based on LR guidance and limited (due to time constraints) input from the field. Next few slides contain the LR approved set of Performance Work Units and Performance Measures.

Jul-Aug 04: LOGCOM sends us an email that says “WHOA, DUDE! Too many metrics”…..we were told we could only use a couple. After much bloodshed, we finally selected four and told them, nicely, to take it or leave it.

Jul 05: TMO, Camp Lejeune…….only one Installation Metric that shows up on the Command Balanced Scorecard: “Percentage of deployment timelines met”. Hmmmm, seems pretty important to me, and it’s only one…..and it’s pretty squishy…ahhh, let’s leave it alone for now, got bigger fish to fry.

Jan 07: The specter of A-76 and MilCiv conversions is slowly walking up the road to the house of TMO with blood dripping from its

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	Personal Property				
Number	Title	Total Work Units	Actual %	Target %	Alarm %
PPW.1	Number of individual counselings				
PPW.2	Number of group counseling				
PPW.3	Number of outbound shipments				
PPW.4	Number of Local DITY moves				
PPW.5	Number of PCS DITY Moves				
PPW.6	Number of inbound shipments				
PPW.7	Number of inbound shipments placed in Storage In Transit				
PPW.8	Number of shipments placed in NonTemporary Storage				
PPW.9	Number of claims counselings (packages and submissions)				
PPW.10	Number of claims adjudicated locally				
PPW.11	Number of claims submitted to HQMC				
PPW.12	Number of shipments received by Personal Effects and Baggage Center				
PPW.13	Number of shipments completed processing by Personal Effects and Baggage Center				
PPM.1	% of customers satisfied with provided service				
PPM.2	% of outbound shipments booked within one working day				
PPM.3	% of outbound shipments picked up on RDD or as agreed to with member				
PPM.4	% of inbound shipments delivered on RDD or as agreed to with member				
PPM.5	% of inbound and outbound shipments inspected				
PPM.6	% of inbound shipments cleared within two hours				
PPM.7	% of inbound shipments moved into Storage in Transit (SIT)				
PPM.8	% of SIT shipments exceeding 90 days				
PPM.9	% of NonTemporary Storage lots exceeding authorized time limits				
PPM.10	% of authorized claims adjudicated locally within five working days				
PPM.11	% of shipments completed processing by Personal Effects and Baggage Center				

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	Passenger Transportation				
Number	Title	Total Work Units	Actual %	Target %	Alarm %
PTW.1	Number of tickets/transactions generated by type				
PTW.1A	Air				
PTW.1B	Rail				
PTW.1C	Rental Car				
PTW.1D	Ship				
PTW.1E	Lodging				
PTW.2	Number of passports generated by type				
PTW.2A	No Fee				
PTW.2B	Tourist				
PTW.3	Number of Port Call requests submitted				
PTW.4	Number of Centrally Billed Accounts statements received				
PTW.5	Number of Unused Tickets Reported				
PTW.6	Number of passengers processed through Passenger Control Point (LAX and APOE Opns)				
PTW.7	Number of flights processed (LAX and APOE Opns)				
PTM.1	% of customers satisfied with provided service				
PTM.2	% of centrally billed accounts billing statements reconciled and submitted for payment on time				
PTM.3	% of unused tickets returned within three working days				
PTM.4	% of travelers requesting business class or premium less than first class authorized in orders				
PTM.5	% of travelers using business class or premium less than first class without proper approval				
PTM.6	% of travelers requesting first class authorized in orders				
PTM.7	% of travelers using first class without proper approval				

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	Freight Transportation				
Number	Title	Total Work Units	Actual %	Target %	Alarm %
FTW.1	Number of shipments processed inbound				
FTW.2	Number of shipments processed outbound				
FTW.3	Number of shipments processed through PP&P				
FTW.4	Number of cardboard containers prepared by PP&P				
FTW.5	Number of wood containers prepared by PP&P				
FTW.6	Number of scales operation tickets issued				
FTW.7	Number of Transportation Discrepancy Reports Generated				
FTW.8	Number of inbound shipments incurring detention/demurrage charges				
FTW.9	Number of outbound shipments incurring detention/demurrage charges				
FTM.1	% of customers satisfied with provided service				
FTM.2	% of inbound shipments held in processing beyond Transportation Priority or locally agreed upon time frames				
FTM.3	% of outbound shipments held in processing beyond Transportation Priority or locally agreed upon time frames				
FTM.4	% of inbound and outbound hazardous material shipments properly prepared with correct packaging and delacrations by mode				
FTM.5	% of arms, ammunition and explosives and classified material REPSHIPS completed within required time frame				
FTM.6	% of Transportation Discrepancy Reports (TDR) prepared as required for arms, ammunition and explosives shipments				
FTM.7	% of shipments misrouted/misconsigned				

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	Transportation Voucher Certification Division				
Number	Title	Total Work Units	Actual %	Target %	Alarm %
TVW.1	Number of Meal Tickets processed and the total amount				
TVW.2	Number of Freight Bills processed and the total amount (GBL - Linehaul, Supplementals, DD Form 2277's (CBL's))				
TVW.3	Number of Passenger Bills processed and the total amount (GTR and AGTR)				
TVW.4	Number of Transportation Component Command Bills processed and the total amount (AMC Cargo, AMC PCS, AMC TAD, MTMC Port Handling and MSC)				
TVW.5	Number of Vans processed and the total amount (GBL - Linehaul and Supplementals)				
TVW.6	Number of Personal Effects invoices processed and the total amount (GBL - Linehaul and Supplementals)				
TVW.7	Number of DITY Moves processed and the total amount				
TVW.8	Number of Non-Temporary Storage invoices processed and the total amount				
TVW.9	Number of Packing and Crating invoices processed and the total amount				
TVW.10	Number of Claims for Reimbursement processed and the total amount				
TVW.11	Number of POV Storage Reimbursements processed and the total amount				
TVM.1	% of customers satisfied with provided service				
TVM.2	% of Freight Bills processed and submitted for payment on time				
TVM.3	% of Passenger Bills processed and submitted for payment on time				
TVM.4	% of Transportation Component Command Bills processed and submitted for payment on time				
TVM.5	% of Vans processed and submitted for payment on time				
TVM.6	% of Personal Effects invoices processed and submitted for payment on time				
TVM.7	% of DITY Moves processed and submitted for payment on time				
TVM.8	% of Non-Temporary Storage invoices processed and submitted for payment on time				
TVM.9	% of Packing and Crating invoices processed and submitted for payment on time				
TVM.10	% of Claims for Reimbursement processed and submitted for payment on time				
TVM.11	% of POV Storage Reimbursements processed and submitted for payment on time				
TVM.12	% of paid duplicate invoices				

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	Second Destination Transportation				
Number	Title	Total Work Units	Actual %	Target %	Alarm %
SDM.1	% of annual budget obligated (compute by month)				

Other metrics considered:

Cost per Ton Mile

Cost per transaction (ticket, any type of move, PEBC, etc.)

Total cost of services provided to the local economy:

Personal Property local contracts

Outbound and NTS Personal Property on other than locally funded PCS Orders

Anything else?

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Which metrics are important to you?

Can we agree to propose that all Installation TMOs use the same metrics?

The Road ahead:

- Who will champion this effort?
- How do we proceed?
- When are the reviews due?
- How do we get the local business offices to concur?

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Questions relevant to this subject?